Tech Committee Meeting
10/11/2023

9:30~
Brian Dusel’s resource update

- EAB Navigate 3.0 resources
  - New format and features for reports including pivot tables, filters without exporting
    - Feature index: data fields have links that show where they are connected
    - Main Help center screen
      - Strategic resources/webinars: can register for them
  - v3 EAB report starter pack
    - Available in teams chat
    - [https://emailsc-my.sharepoint.com/:b:/g/personal/duselb_mailbox_sc_edu/Ee1xYKWyHeZEhgQbMbYBO7UBbxXAMLjez5JvWTeNCIEhag?e=samKMh](https://emailsc-my.sharepoint.com/:b:/g/personal/duselb_mailbox_sc_edu/Ee1xYKWyHeZEhgQbMbYBO7UBbxXAMLjez5JvWTeNCIEhag?e=samKMh)

- USC-centric reports are in progress
- Elevator pitch for advising units: “In this new update to EAB, choose your filters and fields, share, customize, and manipulate data internally.”
- Idea portal
  - Please consider developing adviser-facing tips
  - If there are ideas for EAB, post it yourself. Collectively submit enhancement ideas and upvote all votes
- Student EAB error 403
  - “Use your USC username”
  - In December 2023, VIP ID usage will be discontinued

Miscellaneous Inquiries (9:44-10:00)

- SCHC and the Notes feature test. Is turned on student side test, but students cannot see the notes.
- Future desires for students to complete TO-DOs through EAB Navigate
- EAB Appointments only show the next 30 days instead of the next available appointment.
- EAB Appointment notification required comments in process.
- Is it possible to have a new login screen?
- Students have had some issues cancelling and then rescheduling?
- Is it possible to create new TO-Dos for students? – Yes
- Request for a post-advising TO DO for advising survey
• Assigning to-do’s: Can do single student TO Dos and Mass TO-DOS from Assigned Students actions button.
  o For recent appointments workaround: run a report of recent appointments and then add to-do’s
• SCHC desiring to use TO-Dos for completing H-Option paperwork
• Key Question: What are the universal TO-Dos available? For all students, for each year?
• In EAB, services are tied to location. Brian can make administrative changes to help advisors with multiple majors and multiple office locations.
• Because of the differences between the advisor and student EAB screens, it’s difficult to help students troubleshoot. It would be nice to eventually have a more unified experience.
• If a student cancels two appointments, is it possible to push back their availability access?
  o Setting: Care Unit Specific: Number of No-Shows, Campaigns override those settings. With a campaign, they can cancel and reschedule as many times as they want.
  o Only way to stop student from cancelling and rescheduling is to remove them from the Campaign List.
  o Appointments themselves have time limitations; they can be limited by location and service to prevent same-day cancellations.

Updates from the Registrar’s Team

• New hiring will begin to fill outstanding vacancies.
• There is a request in Data Warehouse to review all fall through courses and collaborate with the Colleges to manage that information.
• A new CPOS run is being scheduled as well after registration and before bills are sent out.

New Advising Tech Subcommittee Form

• [https://forms.office.com/r/tSrxtX5ats](https://forms.office.com/r/tSrxtX5ats)
  Form is designed to be flexible for specific and broad submissions
  Generate discussions for Tech Committee and then pass along to relevant bodies
  For now, please limit to only Tech Committee members. If College units have recommendations, please pass them through the unit representative.

Implementation of DegreeWorks

• DegreeWorks training among the Colleges and student-facing learning
• What currently exists?
  o UAC Student Advising Resources
• How are we implementing and integrating these tools in advising?
• Spring 2023 Survey Results
  o 66.23% - “I review DegreeWorks degree audit.”
  o 58.05% - “I have talked with my Advisor several times about DegreeWorks.”
  o 45.38% - “I have found DegreeWorks extremely valuable.”
• Strategies for Using DegreeWorks around the Colleges
  o Jillian B. - At Orientation, Day 2. PPT
- Walking through the different parts of the audit screenshots (10-15 minutes)
  - SOWK Orientation Registration session – students use audit for registration needs
  - In U101, 92-93 sessions signed up for Advising Tools workshop.
    - Students do this in a workshop style with their own devices.
    - The PPT for this workshop is available to advisors.
  - UAC is always interested in new ways and strategies to connect DW and students.
    Advisors should feel welcome to share ideas
- Other issues
  - Rebecca: A first semester freshman has the most daunting experience with the many red “to complete” lines.
    - DegreeWorks update for a responsive dashboard is in the pipeline
    - User acceptance testing is one of the next steps.
    - Beta testing by advisors would be helpful.
    - Possible appearance in Summer 2024, but more time may be needed.
  - A way for to help students “read” or comprehend DegreeWorks (i.e. “except”) is needed.
    - Students do not “trust” DegreeWorks based on confusion in their readings
      - DegreeWorks communication clarity for biology majors who might have a business minor, but they cannot take them for restrictions.
  - DegreeWorks is a useful tool. What matters is our attitude, our utilization, and the collaborative approaches that we use with our students.
  - It is possible that DW “Process New” will be defaulted to when opening the page?